

PRIVACY

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POLICY

National College Australia is committed to protecting employee and client privacy and confidentiality in line with State and Federal Privacy legislation. This policy focuses on National College Australia's commitment to protecting the privacy of its learners, and outlines the various ways in which it ensures this protection

SCOPE

This Policy applies to all learners, managers, officers, workers and contractors of NCA.

RELEVANT LEGISLATION

National College Australia is committed to managing personal information in accordance with the Australian Privacy Principles under the *Privacy Act 1988* (Cth) and in accordance with other applicable privacy laws.

PROCEDURES

This document, referred to as our Privacy Policy, sets out our policies for managing personal information.

In this Privacy Policy, "we" and "us" refers to National College Australia and "you" refers to any individual about whom we collect personal information.

What information does National College Australia collect from learners?

When you enrol in a course, you become a 'learner' with National College Australia. The details you provide on enrolment are entered into the student management system (SMS), which is a database containing personal and enrolment information of all of our learners. The SMS is kept securely on servers and computer systems located in our Head Office.

The information we keep about you includes: your personal details, such as your address, contact details, and your date of birth; the course you are enrolled in; how much you have paid and your payment arrangements (if applicable); your progress for each Unit of Competency; and copies of correspondence we have had with you.

The SMS can only be accessed by College administration staff.

Certain information is collected and held in paper-based documents (such as administrative forms). Information which is retained in paper-based form is held securely at our premises or in archive facilities in Sydney.

We maintain physical security over our paper and electronic data stores, such as locks and security systems at our premises. We also maintain computer and network security; for example, we use firewalls (security measures for the Internet) and other security systems such as user identifiers and passwords to control access to our computer systems.

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What will National College Australia do with any video evidence collected?

National College Australia may require learners in remote locations to provide evidence of practical skills in the form of a video. Any form of evidence which contains imagery of people will only be used for the sole purpose of assessment and will be treated in accordance with this Privacy Policy.

Where a video or photograph requires the appearance of other people ('other people' includes but is not limited to: colleagues, clients, carers, and customers), the person(s) must provide prior written or recorded verbal consent. Video evidence will be stored securely on the National College Australia network for the period of time dictated to all forms of evidence.

Mandatory reporting

At the end of each financial year, all RTOs are required to send records from the previous year to ASQA (the Australian Quality Skills Authority). This system is referred to as 'AVETMISS', which is the mechanism for reporting in the VET system. It is the national standard for VET providers operating in Australia that ensures consistent and accurate capture of VET information about learners, their courses, units of activity and the qualifications reported.

AVETMISS

The Data Provision Requirements require relevant applicants and RTOs to show that they have adequate systems to capture and report on this data against the agreed quality indicators and the *National VET Provider Collection Data Requirements Policy*. For more information about the data requirements policy, refer to subsection 187(1) of the *National Vocational Education and Training Regulator Act 2011*.

Other authorities

We may also be required to share your information with other authorities, such as a government funding body or external auditors.

We only collect and store information for the purposes of course registration, internal data analysis and mandatory reporting requirements. We will not, under any circumstances, share your information for any other reason with any party without your written consent.

This Privacy Policy does not apply to National College Australia employee records.

Why does NCA collect personal information about learners?

Providing accurate and complete information is important for the quality and effectiveness of the services we provide. It is also important to ensure that you are enrolled into the right course and that you receive training that meets your individual needs.

If you provide incomplete or inaccurate information, we may not be able to provide you with the service you seek. If you have any concerns about personal information we have asked you to provide, please let us know.

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You have the option of not identifying yourself, or using a pseudonym, when dealing with National College Australia (for example, when making a general enquiry).

However, please keep in mind that the name you provide on your enrolment details is the name in which your certification will be issued.

Can my Facilitator access my details?

Facilitators and Assessors have access to learner telephone numbers and email addresses so they are able to contact you to about your studies. If you do not wish for your details to be shared with your Facilitator or Assessor, please advise the Client Services division in writing.

Under no circumstances are Facilitators/Assessors given access to your home address, birthdate, or banking details.

What information does National College Australia collect about staff?

The College collects and files the following information about our administration and training staff:

- o personal details: address, contact details, date of birth, banking, and superannuation accounts
- o resume
- o copies of qualifications
- o interview notes
- o reference check notes
- o notes on professional development activities
- o evidence of industry currency (for facilitators & assessors)
- o Vocational Competencies Form (for facilitators & assessors)

A file is created for each staff member and it is kept in locked store rooms at Head Office.

General

Administration and management

National College Australia will use and disclose learner and/or staff information for a range of administrative, management and operational purposes.

This includes:

- o administering billing and payments and debt recovery
- o liaising with, and reporting to, government agencies in the administration of particular funding programs

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- o administering subsidies and benefits to which learners may be entitled from government agencies and other third-party payers
- o planning, managing, monitoring and evaluating our services
- o quality assurance and improvement activities, such as internal and external audits
- o statistical analysis and reporting

Does National College Australia use or disclose personal information for direct marketing?

We will only use or disclose personal information for direct marketing purposes with the person's consent. If a learner provides consent to receive direct marketing communications, they can opt-out at any time by contacting us using the contact details below.

Does National College Australia disclose personal information overseas?

Unless we have your consent, or an exception under the Australian Privacy Principles applies, we will only disclose your personal information to overseas recipients where we have taken reasonable steps to ensure that the overseas recipient does not breach the Australian Privacy Principles in relation to your personal information.

How can you access or seek correction of your personal information?

You have the right to request access to your personal information that National College Australia holds about you at any time. To request access to your personal information, please contact us using the contact details below.

We take reasonable steps to ensure that your personal information is accurate, up-to-date and complete. You can help us do this by letting us know if you notice errors or discrepancies in information we hold about you and also letting us know if any of your personal details change.

If you consider personal information we hold about you is inaccurate, out-of-date, incomplete or irrelevant, you have a right to request we correct the information.

How long will National College Australia hold personal information?

For learners

The period for which we hold your personal information and course outcomes is determined by the Standards for Registered Training Organisations 2015 and (where applicable) the conditions of a funding contract.

The College maintains your assessment outcome information for thirty (30) years.

For staff

Staff files are kept for two (2) years after the employee's last working day with National College Australia. Information that is no longer needed will be securely destroyed or de-identified.

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How is personal information handled on our websites?

Anyone may visit our website without identifying themselves. If you identify yourself (for example, by providing your contact details in an enquiry), any personal information you provide will be managed in accordance with this Privacy Policy.

The National College Australia website uses cookies and anonymous identifiers. A 'cookie' is a small file stored on your computer's browser, which assists in managing customised settings of the website and delivering content. An anonymous identifier serves a similar purpose on devices that do not support cookies. We collect certain information such as you device type, browser type, IP address, pages you accessed on our website and on third-party websites. You are not identifiable from such information.

National College Australia uses third-party services (including Google Analytics Demographic and Interest Reporting) to better understand how people use our website, demographic and interest information about users and the types of devices being used. We use this information to keep improving our website. Cookies and anonymous identifiers are used for this purpose. No personally identifiable information is collected and we do not implement any matching process to identify individual users. If you wish to opt out of anonymous data related to your visits to our site being used by Google Analytics you may use Ads Settings in your Google Apps or Gmail account or install browser plugins that prevent data being used. These are available from: <https://tools.google.com/dlpage/gaoptout/>.

Our website may contain links to third-party websites. National College Australia is not responsible for the content or privacy practices employed by websites that are linked from our website.

How will personal information be used on the learning platform?

For administration and participant service purposes, personal data shall be stored in our learning platform; this includes: image, title, course title, first name, last name, street, postal code, city, e-mail, country, company, Workplace Supervisor information, assessment outcomes and feedback. All registered Assessors and administration staff will have access to this data.

The user help desk also has access to the following data: enrolment details, gender, login name, password, online activity, send info e-mail, time zone, default language for e-mail messages, forwarded internal e-mail to an external address, and notifications. If external organisations are contracted to provide service, necessary personal data will be provided to them.

How do you protect client privacy in the assessment process?

To ensure we protect the privacy of clients involved in the assessment gathering process, learners are required to de-identify documents. This means removing any information (before submitting performance evidence) that might identify some to protect their privacy. Refer to your Course Delivery and Assessment Plan for instructions on how to de-identify documents.

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How can you make a complaint about the handling of your personal information?

You may contact us at any time if you have any questions or concerns about this Privacy Policy or about the way in which your personal information has been handled.

You may make a complaint about privacy to the Principal Executive Officer at the contact details set out below.

The Principal Executive Officer will first consider your complaint to determine whether there are simple or immediate steps which can be taken to resolve the complaint. We will generally respond to your complaint within a week.

If your complaint requires more detailed consideration or investigation, we will acknowledge receipt of your complaint within a week and endeavour to complete our investigation into your complaint promptly. We may ask you to provide further information about your complaint and the outcome you are seeking. We will then typically gather relevant facts locate and review relevant documents and speak with individual involved.

In most cases, we will investigate and respond to a complaint within 30 days. If the matter is more complex or our investigation may take longer, we will let you know.

If you are not satisfied with our response to your complaint, you are entitled to make a complaint to the Office of the Australian Information Commissioner. The Office of the Australian Information Commissioner can be contacted by telephone on 1300 363 992. Full contact details for the Office of the Australian Information Commissioner can be found online at www.oaic.gov.au.

How are changes to this Privacy Policy made?

This Privacy Policy may be reviewed or amended from time to time. You can access the most up to date copy of this policy by visiting our website (www.nationalcollege.edu.au).

Contact Details

The contact details are:

Mail: Principal Executive Officer
PO Box 7607
BAULKHAM HILLS BC, NSW 2153

Street address: Building A, Level 2, Suite 211,
20 Lexington Drive,
Norwest Business Park, Bella Vista NSW 2153

Telephone: 1300 83 53 73

Email: info@nca.edu.au

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RELATED DOCUMENTS

- Learner handbook

VERSION HISTORY

Date	Document Version	Document Revision History	Author/Reviser
30.8.2016	V5.0	Update template and contents	Quality Coordinator
30.5.17	V6.0	Logo update	Quality Coordinator
17.10.17	V6.1	LMS inclusion	Q&C Manager
9.5.18	V6.2	Revision made to LMS personal information	Q&C Manager
12.9.18	V6.3	New logo inserted	Q&C Manager